

ULSTER UNIVERSITY

STUDENT LIAISON GROUP MEETING

Notes of meeting held on Tuesday 10 April 2018 at 11.15am in group study room 1 Magee Library.

PRESENT

James Colgan (UUSU), Rosina Doherty-Allan (Library Services), Andrew McAnallen (UUSU), Mark Millar (Reprographic Services),

APOLOGIES

Finbar O'Hagan (ICT Services)

ACTIONS FROM LAST MEETING

There were no actions from the last meeting.

HEALTH & SAFETY ISSUES

There were two health and safety issues in Magee Library since the last meeting. Rosina Doherty-Allan reported that there had been a student had tripped in the link corridor between the library and Block MU and that a student had walked into a glass panel in the library. The appropriate procedures were followed in both instances.

UPDATES FROM EACH SECTION

1. Reprographic Services

- The ID card and cashless payment program has been on hold in anticipation of the Director of Campus Life taking up post. Ms Amanda Castray has now taken up post. It is anticipated that the project will now make progress.
- The MFD fleet and Uniflow supporting software is currently in the process of being tendered. There has been some delay in the process due to sickness absence in Procurement Department. It is expected that the tender will be awarded in June and that the new fleet and service will be live in September. The new supplier will be required to engage with the Ulster student body and Students' Union to plan the development of print and related services. It would be helpful if the Student' Union would begin to consider the issues they would like to discuss with the supplier.

2. ICT Services

- There was no update available.

3. Library Services – Coleraine and Magee

- The library undertook a student survey about its services in November 2017. Following initial data analysis, the HCFBS, CLMS and a Subject Librarian met UUSU representatives to discuss the findings. This was a useful opportunity to get their input into the final report and actions to address concern.

- Laptop lending was launched at Magee Library in March 2018. All libraries provide this service to students and it is proving popular.
- The Library successfully acquired a portion of the disbursement fund and are using these monies to acquire flips charts and pens for study rooms in Coleraine and Magee libraries.
- The Library has made a bid from the Teaching and Learning fund with a view to acquiring new and flexible furniture for the library spaces in Coleraine and Magee.
- The study room occupancy survey was completed in March 2018. Data from this survey is currently being analysed. Earlier indications are that room bookings are being taken up by students. Arising from the earlier student survey. The timing of group study room bookings have been moved to 11.15am to better suit students coming from lectures.
- The new teaching block is proving to be a success. There have been some challenges, which were anticipated with regard to its impact on the library space.
- Coleraine Library is involved with the preparations for the 50th anniversary of the Coleraine campus and will be supporting celebrations with exhibitions.
- Magee Library's Green Impact team have retained their Silver Award and achieved their working towards Gold Award this year. As part of this activity, the team held a staff Fair Trade coffee morning and a raffle for a Fair Trade hamper that raised £150.00 and €4.35 for the Mind Your Mood campaign.
- There will be changes to how students authentic to their My Account. Rather than authenticating via the portal, student will authenticate via the library website. There isn't a confirmed date for this change as yet.
- The Library will be extending its opening hours to support students at exam time. This will start on Saturday 12/5/18 and run until Friday 25/5/18. The libraries will be open to 10pm at night and from 10am to 5pm on Saturdays and Sunday. **ACTION:** Campus Library Managers to forward opening hours advertising to VPs in Coleraine and Magee so that they can be promoted via UUSU social media.
- The libraries hope to continue to support UUSU tea/ coffee and comfort pack initiatives around exam time.

4. UUSU Update

- UUSU ran a successful Mental Health Awareness Week in February 2018, which included training events and workshops.

- In conjunction with the Sexual Health clinic, UUSU ran a Love Week in February 2018, focusing on sexual health and wellbeing.
- Elections were held in February. There was a greater turn out than in previous years with 2315 students voting this year, compared with 1741 last year.
- David Longstaff will take up his post as Chief Executive of UUSU in June 2018. As part of his transition period, David has completed a tour of each campus.
- A new UUSU hub sign has been put in place in Coleraine.
- Plans for a 'chill room' in Coleraine with pods are well advanced and it is planned to open this in September.
- Planning and preparation is underway to organise a Go Green Week with events and activities focusing on environmental sustainability. A Meat free Monday event will be included.
- £150,000 has been allocated to refurbish the Students Union in Magee during the summer of 2018. This is phase 1 of the refurbishment project. Phase 2 will involve a £1.5million project to refurbish Block MG.
- Considerable work has been done to reintroduce the bar in the Magee Students Union. The approach adopted is to use entertainments licences with the bar being delivered via an external company for specific events. It is anticipated that this will happen in the next 4 weeks.
- Andrew McAnallen met with Niamh Lamond, COO, to discuss the potential for reintroducing crèche facilities within the University. UUSU will be undertaking a survey to gather students experience and views relating to this.

NEXT MEETING

To be organised by Stephanie McLaughlin, Campus Library Manager at Coleraine. The meeting will take place in the library at Coleraine campus.

Rosina Doherty-Allan
Campus Library Manager
April 2018

ADDENDUM: ICT Services

- Student email change from @email.ulster.ac.uk to @ulster.ac.uk is now complete. The final batch of old addresses were disabled on 11/04/2018 as planned.
- A proposed '8 to 8' support model is still on hold as Norman Out of hours service has six months left on current contract. The out of hours ICT support service will continue to operate as normal.
- Magee new teaching block is operational and initial feedback has been very positive.
- The annual ISD student survey is about to be released and we would like to investigate the use of Student Union social media to promote this, as an alternative/ additional communication medium as discussed previously.